

Job Description

The Institute of Corporate Directors (ICD) is recruiting for full time position of IT Support Specialist. The ICD is a downtown Toronto based non-profit with 35 employees and 11 Chapters across Canada (visit www.icd.ca for more information). This position will be responsible for supporting the day-to-day IT operations.

The successful candidate will:

- represent the ICD in a positive manner with all members and partners
- interact effectively with a diverse group of staff,
- use sound business and technology principles
- be proactive with respect to the technical direction and solutions technology; and handles confidential information with tact and discretion.

Basic Purpose:

The purpose of this position is to support the organization with the day-to-day IT operations for its association management system (AMS) administration needs, assist staff with technology needs

Role Duties/ Essential Responsibilities:

- Be the first point of contact for all technological questions including IT, Audio Visual equipment, etc.
- Monitor, setup and support meeting room technologies
- As required, work with other, third party technology teams to coordinate necessary hardware and infrastructure (server, storage, phones, AV, tablets etc.) tasks to support the AMS environment
- Support services for Microsoft related technologies: Office365, Windows Server, Office suite, etc.
- Support services for virtualization technologies
- Support networks, routers, firewalls and security
- Administration of NAS device
- Monitor network performance (availability, utilization, throughput, resource monitor, and latency)
- Support of databases MSSQL, MS Access and ODBC databases, Managing/Handling monthly SQL database backups
- SQL reporting writing - SSRS report builder
- Exchange Administration
- Fixing of minor Kentico Web Content Management Systems (WCMS) and HTML/CSS issues
- Remote access solution implementation and support: VPN, and Terminal Services
- Maintain IT documentation
- Communication with staff and members as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Advanced understanding of operating systems, business applications, printing systems, and network systems, This will entail general working knowledge of all Association software
- Interpersonal skills: such as communication over the phone and in-person, active listening and client-care
- Ability to diagnose technical issues
- Ability to multi-task and adapt to changes quickly

Qualifications Knowledge/Skills/Requirements:

- IT Certification with training in information technology i.e. MCSA, CompTIA
- Five years of relevant work experience
- Understanding of database structures – SQL reports and analysis
- Advance Knowledge of relational databases Access and SQL
- Experience in supporting enterprise-level CRM systems. The iMIS non-profit management system is desirable
- Excellent general computer skills: Access, Word, Excel, PowerPoint, Outlook, Internet Proficiency
- HTML/CSS/ Kentico Web Content Management Systems (WCMS) experience
- Reporting from Financial Accounting Software e.g. QuickBooks
- Strong technical and operational knowledge in the areas of server platforms, operating systems, databases and website
- ITIL knowledge/experience would be considered an asset